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Ref: Case Docket No.: P3251

First Named Inventor: Igor Neyman et al.

Serial Number: 08/928,861

Filing Date: 09/12/1997

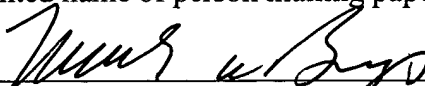
Title of Case: Call Center Apparatus and Functionality in Telephony

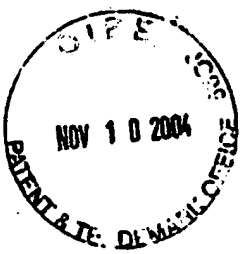
I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Copies of 3 publications cited in the IDS.
4. Copy of an European search report in case 98946907.7.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2645

Examiner Allen Hoosain

In Re: Igor Neyman et. al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/1997
Subject: Call Center Apparatus and Functionality in Telephony

To: The Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing (3) references received from the European search report (copy enclosed) in case 98946907.7, dated 08/11/2004. Applicant desires that the reference be entered in the above referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by

Donald R. Boys

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Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. **DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO:** Assistant Commissioner for Patents, Washington, DC 20231.